



Transitioning to Express Scripts - FAQs

This document will address the most common questions asked regarding transitioning prescription benefits to Express Scripts.

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GENERAL INFORMATION

Q: When do we become active with Express Scripts?

A: Effective **Jan. 1, 2016** Express Scripts will begin providing retail and Home Delivery prescription-drug benefits for **Houston Independent School District** members enrolled in the medical plan.

WELCOME MATERIALS

Q: Will there be new member ID cards?

A: Yes, all medical plan members will receive a new member ID card in the welcome package in **December**. Beginning **Jan. 1, 2016** please show your new member ID card to your pharmacist when filling a prescription for yourself or a covered family member. You'll also be able to access your member ID card anytime from your Smartphone if you download the Express Scripts Mobile App. To get the app now for your mobile device, search for "Express Scripts" in your app store and download for free.

PHARMACY COVERAGE

Q: Will there be changes to my Plan's list of preferred drugs?

A: Yes, effective **Jan. 1, 2016** your Plan's formulary (a list of preferred medications) will change. As a result, some preferred medications will become non-preferred, and vice versa. If you are taking a brand-name drug that is about to become non-preferred, you may want to talk to your doctor about a lower-cost option.

- **Preferred** (or formulary) medications are on the formulary and cost less than non-preferred medications. This list of drugs is determined based on the advice of pharmacists and a group of independent doctors. (see below) Select Plan members participate in the High Performance Formulary. (see below)



- **Non-preferred** (or non-formulary) medications are not on your list of recommended drugs and may cost you more.
- **Excluded** medications are not covered on the Express Scripts formulary. Your doctor can prescribe another effective medication that's included on the formulary.(see below)

Prior to Jan. 1, 2016 you can contact Customer Service toll-free at **855-712-0331** to inquire about the formulary status of your medication. Beginning **Jan. 1, 2016**, you may register to www.Express-Scripts.com to find out which medications are preferred.

REFILL TRANSFER INFORMATION

Q: I get a maintenance medication through the mail with CVS Caremark, will I need to obtain a new prescription?

A: If you have maintenance medication refills remaining with CVS Caremark, then in most cases you will not need to get a new prescription. Your remaining mail order refills should transfer automatically to the Express Scripts Pharmacy. Once the refills have been transferred to Express Scripts (shortly after **Jan. 1, 2016**), you'll be able to refill your Home Delivery prescriptions online, by phone or by mail starting January 3, 2016. If you find that any remaining refills have not transferred to the Express Scripts Pharmacy after **Jan. 10, 2016**, please call Customer Service toll-free at **855-712-0331**.

Caremark will fill and ship auto refill scripts up until the plan terminates (midnight on Dec. 31, 2015). Therefore you may receive a mail order medication from Caremark on or after Jan. 1, 2016, but the script fill and billing for that script must be on Dec. 31, 2015 or earlier. The auto refill scripts that ship out on Dec. 31, 2015 will be for patients with medications that are expected to run out from Jan. 7-10, 2015.

If you currently use a credit card for your CVS mail order prescriptions, you'll need to contact Express Scripts with your credit card information, as this information can't be transferred.

Prescriptions for controlled substances, compounded medications and expired prescriptions will not be transferred. If you take one of these medications, you must get a new prescription from your doctor. Your welcome package will describe how you or your doctor may send new Home Delivery prescriptions to the Express Scripts Pharmacy. Be sure to give your medical provider your updated pharmacy plan information.

Q: What if I get my maintenance medication from my local CVS retail store, will I need to obtain a new prescription?



A: If you have maintenance medication refills remaining with your local CVS retail store, you must transfer your prescription to a Smart90 Pharmacy. Please note: CVS and Walgreens are not in the Smart90 Network.

To transfer a maintenance medication prescription between retail pharmacies:

1. Locate a participating Smart90 Pharmacy by calling **855-712-0331** or starting Jan. 1, 2016, use the “Locate a Pharmacy” tool on www.Express-Scripts.com, then
2. Call or visit the Smart90 pharmacy and ask the pharmacist to transfer the prescription from CVS, or
3. Ask your doctor to call your prescription in to the Smart90 pharmacy.

Q: I currently use a specialty medication that I get through the mail. How do I continue to fill my specialty prescription?

A: If you have remaining refills, CVS Caremark will transfer those refills to Accredo, an Express Scripts specialty pharmacy. Caremark will fill and ship auto refill scripts up until the plan terminates (midnight on Dec. 31, 2015). Therefore you may receive a mail order medication from Caremark on or after Jan. 1, 2016, but the script fill and billing for that script must be on Dec. 31, 2015 or earlier. The auto refill scripts that ship out on Dec. 31, 2015 will be for patients with medications that are expected to run out from Jan. 7-10, 2015.

If you do not have remaining refills with CVS Caremark, ask your doctor for a new prescription. Be sure to give your medical provider your updated pharmacy plan information. Provide your doctor with your Express Scripts ID number (shown on your member ID card). Only your doctor can either call or fax your prescription to Accredo on or after **Jan. 1, 2016**. An Accredo patient-care representative will work with your doctor to help make the transition smooth for you and will call you back to arrange for delivery of your medications on a day that is convenient for you.

PRIOR AUTHORIZATIONS

Q: What is a coverage review or prior authorization?

A: **Houston Independent School District** uses coverage management programs to help ensure you receive the prescription drugs you need at a reasonable cost. Coverage management programs include prior authorization, step therapy and quantity duration. Each program is administered by Express Scripts to determine whether your use of certain medications meets your Plan’s conditions of coverage. In some cases, a coverage review may be necessary to determine whether a prescription can be covered under your Plan.

On or after **Jan. 1, 2016**, if your prescription requires prior authorization, you or your doctor can initiate the prior authorization review by calling Express Scripts at **855-712-0331**. Express Scripts will inform you and your doctor in writing of the coverage decision.



Q: Will my Prior Authorization (PA) information transfer to Express Scripts?

A: Your approved Prior Authorization (PA) records will be entered into the Express Scripts system, unless they have recently expired. If the PA is no longer valid, or was in the review process at CVS Caremark, your doctor can submit a request for a new PA to Express Scripts.

Q: How can I find out if a medication may need a coverage review?

A: Starting **Jan. 1, 2016**, you can log on to www.Express-Scripts.com and use the “Price a Medication” feature. After you look up a medication’s name, click “View coverage notes.” Or call customer service at **855-712-0331** on or after **Jan. 1, 2016**.

PRIVACY INFORMATION

Q: Who has access to my prescription information?

A: Express Scripts has a strong commitment to your privacy. Express Scripts has established effective administrative and technical safeguards to protect the confidentiality of your prescriptions and other information and to secure this information from unauthorized or improper access, disclosure or use. In addition, Express Scripts does not sell individually identifiable information nor lists of members and their covered dependents to outside companies for solicitation or marketing purposes.